

STATE OF WISCONSIN

PERSONNEL COMMISSION

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SHIRLEY HARRIS, \*

Appellant, \*

v. \*

President, UNIVERSITY OF \*

WISCONSIN SYSTEM (Eau Claire), \*

and Secretary, DEPARTMENT OF \*

EMPLOYMENT RELATIONS, \*

Respondents. \*

Case No. 87-0046-PC \*

\* \* \* \* \*

ORDER

The Commission adopts the proposed decision and order (affirming respondents' decision and dismissing the appeal), a copy of which is attached hereto, in its entirety and adds certain language to more fully explain the Commission's analysis.

1. The following language is added after the end of the second full sentence on page 21:

While the issue of the percentage of time that the appellant spends typing is important, it is most critical in determining whether the position should be classified at the Typist (PR2-07) or the Clerical Assistant 2 (PR2-07) level. The fact that the appellant spends less time typing than other typist positions does not automatically infer that the position is at a higher level. The critical issue is what duties and responsibilities replaced the typing function.

2. The following language is added after the end of the first (partial) paragraph on page 21:

However, the allocation pattern for the department in which Jan Kippenhan works identifies a Program Assistant 2 and a Program Assistant 1 position. This allocation pattern is based on department size and the scope and complexity of the program. The appellant's department has an allocation pattern identifying a Program Assistant 1 and a Typist position. This allocation pattern is based on the same criteria, i.e., the level of the positions is based on the size, scope and complexity of the department and its programs. This pattern is well established and used on a campus-wide basis.

3. The following language is added at the end of the last paragraph on page 21:

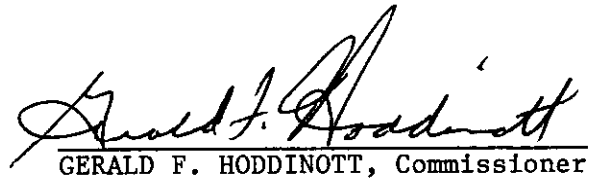
In reviewing the objection to including the Program Assistant 2 position held by Joan Stradinger as a comparison to the appellant's position, it was determined that the comparison would be retained. While the positions cannot be directly compared because the appellant requested that her position be reclassified only to the Program Assistant 1 level, the other position (classified as a Typist) working with Ms. Stradinger does provide some perspective on the organizational structure and size of departments in which Typists are employed as one of the support positions. For this reason (as opposed to a direct comparison to the appellant's position), the Commission has determined that the comparison has some probative value.

Dated: Sept 26, 1988 STATE PERSONNEL COMMISSION

  
DONALD R. MURPHY, Commissioner

KMS:jmf  
JMF11/2

Attachment

  
GERALD F. HODDINOTT, Commissioner

Parties:

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STATE OF WISCONSIN

PERSONNEL COMMISSION

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 SHIRLEY HARRIS, \*  
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                   Appellant, \*  
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 v. \*  
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 President, UNIVERSITY OF \*  
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 and Secretary, DEPARTMENT OF \*  
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 \*  
                   Respondents. \*  
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 Case No. 87-0046-PC \*  
 \*  
 \* \* \* \* \*

PROPOSED  
 DECISION  
 AND  
 ORDER

NATURE OF THE CASE

This is an appeal from respondent's decision denying the reclassification of the appellant's position. At the prehearing conference held on April 27, 1987, before Dennis P. McGilligan, Chairperson, the parties agreed to the following issues for hearing:

Was the decision by respondent to deny appellant's reclassification request from Typist to Program Assistant 1 correct?

If not, what should the remedy be?

Hearing in the matter was held on November 24, 1987, in Eau Claire, Wisconsin and on December 16, 1987, in Madison, Wisconsin, before Chairperson McGilligan. The parties completed their briefing schedule on February 15, 1987.

FINDINGS OF FACT

1. At all times material herein, appellant has been employed in the classified civil service by the University of Wisconsin-Eau Claire as a typist in the Psychology Department.

2. Appellant began employment with the University on August 21, 1978 as a Typist II - 50% in the Psychology Department. Effective August 26, 1979, her classification changed to Typist due to the Clerical Survey. In 1981 she went to 55%.

3. At the time appellant assumed her position, 75% of the duties consisted of producing typed copy for the department faculty, (i.e. tests, masters, dittos, letters, reports, etc.), 10% of the time was spent re-producing materials on a volume basis, and 5% was devoted to developing and maintaining files.

4. By letter dated July 28, 1986, the University of Wisconsin - Eau Claire Personnel Office denied reclassification of appellant's position from Typist to Program Assistant 1. Appellant requested a re-review of this decision. Said decision was subsequently upheld by Susan D. Dunn, Personnel Specialist, University Personnel Relations, University of Wisconsin System in a letter dated March 12, 1987.

5. On April 1, 1987, appellant filed a timely appeal of this decision with the Commission.

6. The duties and responsibilities of appellant's position are accurately described in an unsigned position description marked as Joint Exhibit 1, a copy of which is attached hereto and incorporated by reference as if fully set forth as a part of this finding.

7. The Program Assistant position standard provides, in relevant part, as follows:

I. INTRODUCTION

A. Purpose of this Position Standard

This Position Standard is intended to be used for making classification decisions relative to present positions performing program activities while still being flexible enough to classify future positions which may involve

different programs and/or program emphasis. This Position Standard will not specifically identify every eventuality or combination or duties and responsibilities of positions that currently exist or those that result from changing program emphasis in the future. Rather, it is designed to serve as a basic framework for classification decision making in this occupational area.

B. Inclusions

This series encompasses both generalized and specialized staff assistance in a wide range and combination of activities. Positions in this classification series are characterized by their involvement in and accountability for carrying out significant and recognizable segments of program functions or organizational activities. Positions are assigned related staff functions and complete phases of whole activities where discretion and decision making can not be standardized. Positions typically function in the capacity of a coordinator for an event or activity that lends significantly to the program involved. Positions normally assist a program head, supervisor or other official who is ultimately responsible for the entire program area involved.

C. Exclusions

Positions that are not identified by the concepts of Program Assistant class series are:

4. Positions that are more appropriately identified by another class series (such as any specialized class series where the majority of time is spent in the functions of the specialty).

D. Classification Factors

Individual position allocations in this series will be based on the four following classification factors:

1. Accountability;
2. Know-How;
3. Problem-Solving; and
4. Working Conditions

which include:

- a. The diversity, complexity, and scope of the assigned program, project, staff responsibilities, or activities;

- b. The level of responsibility as it relates to: type and level of supervision received, status within the organization, and degree to which program responsibility and accountability are delegated and/or assigned;
- c. The degree to which program guidelines, procedures, regulations, precedents, and legal interpretations exist and the degree to which they must be applied and/or incorporated into the program and/or activities being carried out by the position;
- d. The potential impact of policy and/or program decisions on state and non-state agencies, organizations, and individuals;
- e. The nature and level of internal and external coordination and communication required to accomplish objectives;
- f. The difficulty, frequency, and sensitivity of decisions which are required to accomplish objectives and the level of independence for making such decisions.

E. Definition of Terms Used in this Standard

Terms that are used in conjunction with the above classification factors within this series are:

Moderate Difficulty	The employe is confronted with a variety of breadth of duties susceptible to different methods of solution which in turn places a correspondingly higher demand on resourcefulness. Supervisors of employes engaged in routine assignments.
General Supervision	The employe usually receives general instructions with respect to the details of most assignments but is generally free to develop own work sequences within established procedures, methods and policies. The employe may be physically removed from the supervisor and subject to only systematic supervisory checks.

II. CLASS DESCRIPTIONS

The following class descriptions for the various class levels within the Program Assistant series are designed to provide basic guidelines for the allocation of both present and future positions, as well as to serve as a basis for comparisons with positions in other class series.

PROGRAM ASSISTANT 1

(PR2-06)

This is work of moderate difficulty providing program support assistance to supervisory, professional or administrative staff. Positions allocated to this level serve as the principal support staff within a specific defined program or a significant segment of a program. Positions at this level are distinguished from the Clerical Assistant 2 level by their identified accountability for the implementation and consequences of program activities over which they have decision-making control. Therefore, although the actual tasks performed at this level may in many respects be similar to those performed at the Clerical Assistant 2 level, the greater variety, scope and complexity of the problem-solving, the greater independence of action, and the greater degree of personal or procedural control over the program activities differentiates the Program Assistant functions. The degree of programmatic accountability and involvement is measured on the basis of the size and scope of the area impacted by the decision and the consequence of error in making such decisions, which increases with each successive level in the Program Assistant series. Work is performed under general supervision.

PROGRAM ASSISTANT 1 - WORK EXAMPLES

Plans, assigns and guides the activities of a unit engaged in specialized clerical duties.

Serves as acknowledged expert who resolves the most difficult problems of a complex clerical nature.

Performs most intricate clerical operations, processing documents and performing other clerical operations where comprehensive knowledge of legislation, or organization is required.

Sets-up, maintains detailed budget ledgers posting debits and credits, issuing credits and refunds, and generally insures all records are accurate and up-to-date.

Purchases and requisitions supplies, including capital purchases and services, and follows up to insure merchandise or services are received and priced accurately.

Gathers and organizes information into summary reports, as assigned.

Maintains department or program schedule.

Develops and revises operating procedures affecting the immediate work unit.

Composes and types correspondence, requiring knowledge of departmental operations and regulations, which may not be reviewed by a superior.

Counsels and assists the public when applying for services provided by the program assigned, and may interview applicants to determine eligibility for program benefits and/or services.

8. The Typist position standard provides, in relevant part, as follows:



I. INTRODUCTION

A. Purpose of This Position Standard

This Position Standard is intended to be used for making classification decisions relative to present and future positions performing general typing and clerical duties in state service. This Position Standard will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist or those that result from changing program emphasis in the future. Rather, it is designed to serve as a basic framework for classification decision making in this occupational area.

B. Inclusions

This series encompasses positions which perform typing duties and a combination of office clerical activities requiring typing proficiency and, when required, stenographic skills. Positions in this series may also be responsible for lower level programmatic activities of the type that would be found in a small office or organizational unit.

C. Exclusion

Positions which perform confidential duties in accordance with ss. 111.81(15) Wisconsin Statutes are allocated to the Typist-Confidential classification series. Positions which perform duties described in either the Technical Typist, Word Processing Operator, Clerical Assistant, or Secretary series a majority of the time are allocated to those series. Those positions which perform intermittent typing tasks for which proficiency at a given level is not a recognized factor in consideration of the whole job are usually allocated to the Clerical Assistant series. Those positions which perform programmatic activities of the type, level, and emphasis of the Program Assistant class are allocated to that series.

D. Classification Factors

Individual position allocations in this series will be based on the four following classification factors:

1. Accountability;
2. Know-How;
3. Problem-Solving; and
4. Working Conditions

which include:

- a. The diversity, complexity, and scope of the assigned program, project, staff responsibilities, or activities;
- b. The level of responsibility as it relates to: type and level of supervision received, status within the organization, and degree to which program responsibility and accountability are delegated and/or assigned;
- c. The degree to which program guidelines, procedures, regulations, precedents, and legal interpretations exist and the degree to which they must be applied and/or incorporated into the program and/or activities being carried out by the position;
- d. The potential impact of policy and/or program decisions on state and non-state agencies, organizations, and individuals;
- e. The nature and level of internal and external coordination and communication required to accomplish objectives;
- f. The difficulty, frequency, and sensitivity of decisions which are required to accomplish objectives and the level of independence for making such decisions.

E. Definition of Terms Used in This Standard

Terms that are used in conjunction with the above classification factors within these series are:

Moderate Difficulty            The employe is confronted with a variety of breadth of duties susceptible to different methods of solution which in turn places a correspondingly higher demand on resourcefulness. Supervisors of employes engaged in routine assignments, journey level personnel and paraprofessional employes usually perform work of moderate difficulty.

General Supervision            The employe usually receives general instructions with respect to the details of most assignments but is generally free to develop own work sequence within established procedures, methods and policies. The employe may be physically removed from the

supervisor and subject to only  
systematic supervisory checks.

## II. CLASS DESCRIPTIONS

The following class descriptions for the various class levels within the Typist series are designed to provide basic guidelines for the allocation of both present and future positions, as well as to serve as a basis for comparisons with positions in other class series.

### Typist

(PR2-05)

This is full performance level clerical work of moderate difficulty in completing a variety of assigned clerical and typing tasks. Positions allocated to this class perform typing duties requiring typing proficiency at least 25% of the time. Typing projects require independent consideration of format, grammar, spelling, and use of unique or specialized terminology. Positions performing stenographic duties are also identified at this level. Work is performed under general supervision.

### Typist - Work Examples

Types reports, correspondence, tables, graphs, rough drafts, charts, forms and related copy.

Types copy requiring attention to detail, statistical tabulation, content of headings and sub-headings and use of tabulation.

Types specialized terminology unique to the program or unit.

Performs a variety of sorting, filing and copying duties.

Collects, stuffs and seals outgoing mail and opens and routes incoming mail.

Functions as a receptionist greeting the public, screening and directing visitors, answering telephones and receiving and dispensing a variety of information.

Operates adding, calculating, addressing or other office machines.

Keeps records and makes reports.

Places and answers routine telephone calls.

Composes simple or repetitive correspondence.

Proofreads and corrects completed assignments in terms of spelling, grammar and punctuation.

Takes and transcribes dictation.

Posts to records and accounts.

Processes work orders.

Reviews various computer printouts and/or statistical tables.

Other duties comparable to those identified in the Clerical Assistant 2 Position Standard.

9. The Clerical Assistant position standard provides, in relevant part, as follows:

I. INTRODUCTION

A. Purpose of This Position Standard

This Position Standard is intended to be used for making classification decisions relative to present and future positions performing general clerical duties in state service. This Position Standard will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist or those that result from changing program emphasis in the future. Rather, it is designed to serve as a basic framework for classification decision making in this occupational area.

B. Inclusions

This series encompasses general clerical positions performing a wide range and combination of activities such as filing, sorting, posting, tabulating, operating, duplicating and other types of office machine operation of a similar level and kind. Certain duties of positions may be identified in another more unique or specific classification series. However, such functions or combination of functions would not involve a majority of the position's total work time.

C. Exclusions

Positions which perform confidential duties in accordance with ss. 111.81(15), Wisconsin Statutes, are allocated to the Clerical Assistant-Confidential classification series. Positions which perform typing tasks for which proficiency at a given level is a recognized factor in consideration of the whole job are allocated to the Typist, Technical Typist, Secretary, or Word Processing Operator series. Those positions which perform programmatic activities of the type, level and emphasis of the Program Assistant class are allocated to that series.

D. Classification Factors

Individual position allocations in this series will be based on the four following classification factors:

1. Accountability;
2. Know-How;
3. Problem-Solving; and
4. Working Conditions

which include:

- a. The diversity, complexity, and scope of the assigned program, project, staff responsibilities, or activities;
- b. The level of responsibility as it relates to: type and level of supervision received, status within the organization, and degree to which program responsibility and accountability are delegated and/or assigned;
- c. The degree to which program guidelines, procedures, regulations, precedents, and legal interpretations exist and the degree to which they must be applied and/or incorporated into the program and/or activities being carried out by the position;
- d. The potential impact of policy and/or program decisions on state and non-state agencies, organizations, and individuals;
- e. The nature and level of internal and external coordination and communication required to accomplish objectives;
- f. The difficulty, frequency, and sensitivity of decisions which are required to accomplish objectives and the level of independence for making such decisions.

## II. CLASS DESCRIPTIONS

The following class descriptions for the various class levels within the Clerical Assistant series are designed to provide basic guidelines for the allocation of both present and future positions, as well as to serve as a basis for comparisons with positions in other class series.

### CLERICAL ASSISTANT 2

(PR2-05)

This is lead and/or advanced clerical work of moderate difficulty in completing a variety of assigned clerical tasks consistent with established policies and procedures. Positions allocated to this level have some freedom of selection or choice among learned things, which generally follow a well-defined pattern. However, positions at this level are distinguished from the Program Assistant 1 level by the limited degree of personal or procedural control over the nature and scope of the tasks which they perform. The variety and complexity of decisions made at this level are limited. Positions may function as lead workers, directing lower-level positions as well as performing a variety of the more complex clerical operations. Receptionist positions which serve in an informative capacity as the primary or sole public contact for a state facility(s) are allocated to this level. A variety of secretarial functions may be incidentally

performed for the professional staff for a small percentage of the time. Work is performed under general supervision.

CLERICAL ASSISTANT 2 - WORK EXAMPLES

Plans, assigns, and guides the activities of a unit engaged in a variety of clerical tasks.

Performs a variety of complex clerical tasks necessary for the smooth operation of the unit, such as: procurement of services, supplies, and equipment; setting up the task at hand in order to expedite completion by other clerical help; coordinating clerical work, such as recordkeeping, coding, filing, etc.

Performs basic intake interviews in medical or correctional facilities.

Functions as a receptionist greeting the public, screening, and directing visitors, answering telephones, and receiving and dispensing a variety of information.

Collects, arranges, compiles, tabulates, and summarizes numerical data.

Consolidates, separates, transfers, records, copies, plots, and diagrams numerical data according to instructions outlined by supervisors.

Makes computations and calculations, primarily through the use of machines, such as calculating percentages, ratios, or averages which involve basic mathematical techniques.

Reviews and marks printers' proofs for omissions, typographical errors, misspelled words, and use of incorrect type in heads, titles, footnotes, captions, or text.

Keeps records and makes reports.

Maintains inventories and orders supplies as needed.

Provides assistance in a copy center; acts as cashier; trains and guides student help; keeps records of meter readings; and prepares statistical reports.

Screens calls, refers visitors, maintains schedules and agendas, pulls records, answers questions, and performs other related duties.

Keeps simple appropriation and allotment accounts not requiring bookkeeping training.

Prepares, subject to review, budget estimates or annual reports for a small organization unit.

Operates communication equipment to provide messages and emergency center services for multi-governmental jurisdictions.

10. Appellant works with Sandra Parker, who is a full-time Program Assistant 1 in the Psychology Department. Sandra Parker serves as personal secretary to Dr. Kenneth McIntire, chair of the Psychology Department and also functions as the office manager. As office manager, Parker is the person who sees that most, but not all, of the required office tasks are performed and provides consistency and continuity in the departmental

program. Parker and appellant essentially divide up areas of responsibility with Parker taking the more difficult and complex responsibilities such as budget and the graduate program. Although Parker's position description indicates that she is a lead worker, over the 55% Typist position occupied by appellant, the record evidence as a whole indicates that she does not perform this function nor does she supervise appellant in any way.

11. Late in 1985, appellant requested an audit of her position, with a view to securing reclassification to the higher level of Program Assistant 1. Appellant's position was audited by Amy Sprecher, of the UW-Eau Claire Personnel Office, giving consideration to the following factors:

1. the degree of job change to higher level duties and responsibilities;
2. the extent to which the classification specification for a higher level classification identifies the major functions of the position being reviewed; and
3. the extent to which the position compares more favorably to other positions classified at a higher level.

As noted previously, Sprecher concluded that appellant's position was correctly classified at the Typist level, and that no reclassification was warranted. In her turndown letter Sprecher noted that 50% of appellant's position was responsible for the production of materials for the Department including "typing tests, letters, minutes, Vitas, grants, book reviews, revised class lists; coordinating of these materials; composition of letters; computing evaluations; and filing materials." Sprecher also noted that carrying out receptionist tasks constituted 15% of appellant's time; coordinating and maintaining advisee files for all majors accounted for 10% of her tasks; 10% of her time was spent in assisting the Program Assistant on supervising work study students; another 5% was spent ordering

supplemental books through the bookstore; and finally 5% of her time was spent monitoring the film budget and ordering films for the Department. Sprecher based her decision to deny reclassification of appellant's position on the lack of job change (Sprecher found two new areas that appellant had taken on, both 5%, ordering the supplemental books and monitoring the film budget and ordering films), on the scarcity of duties performed by appellant at the Program Assistant 1 level (Sprecher found that these tasks included coordinating the advisee files; ordering films and maintaining the budget; and ordering the supplemental textbooks and that these duties constitute only 20% of her position), on the high proportion of typing involved in the job duties and in the fact that appellant's position is similar to that of other departmental typists at UW-Eau Claire and other campuses within the UW system.

12. Also as noted previously, Susan D. Dunn conducted a re-review of Amy Sprecher's decision. In her turndown letter Dunn noted that appellant spent approximately 35% of her time providing instructional support "which includes typing, duplicating and assembling exams, classroom handouts, class lists, seating charts, evaluation forms, etc.; coordinating the student purchase book orders (biannually) and coordinating the department film orders and AV equipment." Dunn further noted that 25% of appellant's position was devoted to administrative support (assigning advisors, providing information regarding curriculum updates, revising records and files, etc.); 20% of her responsibilities involved office management consisting of maintaining student and departmental files, ordering materials, composing letters, preparing requisitions and travel requests, sorting and distributing mail, etc.); 15% of her time is spent on supervisory duties involving student assistants and 5% of her duties consisted of communicating verbal

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information to students, administrators and the community. Dunn felt that "while it is apparent that changes have occurred to your position, in conjunction with some shift in the percentages of time devoted to previous work activities, they do not represent a substantial change in the assignment of higher level duties and responsibilities." In looking at the class specifications, Dunn found:

While there seems to be a discrepancy over the way in which your position functions, it has been determined in the past that the full-time Program Assistant 1 position in your office is to function as the office manager, and because that position carries that responsibility, it is appropriately classified at the Program Assistant 1 level. The mission of your position is to provide assistance/support to the office manager. The fact that you function independently and have expanded duties beyond your original assigned responsibilities can be contributed to the number of years you have spent in the department. Furthermore, while some of the duties you perform could be considered to be higher level, the majority of the position is functioning at the Typist level.

Finally, Dunn concluded that appellant's position compared more favorably to part-time typists at UW-Stout in the Education and Psychology Department and at UW-Stevens Point in the Biology Department. Dunn conceded that on paper appellant's position compared favorably to the Program Assistant 1 (Jan Kippenhan) in the English Department but questioned "the appropriateness of the classification for that position" as well as the accuracy of Kippenhan's position description.

13. From a classification standpoint, the appellant's position is at the same level as the following positions at UW-Eau Claire which are classified as Typist:

a. Elaine D. Modl presently occupies a 50% position with this classification in the School of Nursing. According to her position description, Modl generally performs office support activities for the Nursing School. 90% of her time is spent typing, maintaining curriculum Vitas for faculty and certain departmental files, and

copying materials. 5% of her time is spent performing receptionist duties, and 5% is spent on miscellaneous duties including posting bulletin boards and unlocking classrooms. Her first-line supervisor is Dr. M. Regina Vern, Chair, Department of Nursing.

b. Susan M. Johnson is a 75% Typist with the Department of Mathematics. Her position description indicates that Johnson spends 65% of her time typing classroom materials, 20% operating duplicating equipment and 15% performing secretarial services including receptionist duties, maintenance of student files, assistance on advisor-advisee files and drop/add procedures and ordering of office supplies. She performs her work supporting a Program Assistant 1. The Mathematics Department consists of a 35-member teaching staff, 15-20 student teaching assistants and 2 or 3 office student employees.

c. Dianne Isham occupies a 50% Typist position in the School of Business. According to the summary on her position description, Isham provides secretarial support for the Departments of Accounting and Business Administration. 75% of her time is spent on secretarial duties and assignments including production of typed copy and reproduction of materials on a volume basis. The remaining 25% of her time is spent on general office duties including coordination of telephone communication; assistance in the assignment of advisors for student majors; assistance in the drop/add procedures; receptionist and filing.

14. From a classification standpoint, the appellant's position is at a lower level than the following positions which are classified as Program Assistant 1 (PA 1) or Program Assistant 2 (PA 2):

a. Jan Kippenhan is a PA 1 in the English Department at UW-Eau Claire. Her job summary indicates that her duties "have increased considerably in the past several years," and require a "specialized knowledge of the department and its programs" as well as "the performance of a wide range of tasks that demand judgment, initiative, accuracy, and assumption of responsibility." Her job duties include in part: comprehensive responsibility for the receptionist function (15%), coordination and maintenance of Graduate English and English Advisee records (15%), coordination of supplemental (student purchase) book orders (5%), coordination of department drop/add process (5%), assistance with competency exam, trial exam administration (5%), management of department audio/visual equipment (5%) and assistance with outreach activities, Women's Studies, and London Study Program, etc. (10%).

b. Linda Dahl is a PA 1 in the Education and Psychology Department at UW-Stout. She works with a Typist (Karen Wieman) who primarily produces instructional materials for faculty members but who also supervises student employees, orders supplies, makes recommendations on capital equipment items and provides general office and administrative and programmatic support to the Department Chair. (The Department includes 31 regular faculty and academic staff plus 25-30 graduate assistants per academic year.) Dahl's duties include in relevant part developing and maintaining an office filing system, assisting in unclassified recruitment, developing class schedules, compiling Rental Resource Order (books and texts), extensive budget (and grants) responsibility, managing the office (including supervision of 2 permanent classified employees and student help),

supervising clerical services to various Standing Departmental Committees and provides secretarial and administrative support to the Employer Assistance Center.

c. Judith Ratkowski occupies a position classified as PA 1 in the Biology Department at UW-Stevens Point. Jane Shippy occupies a 60% Typist position in the same Department and spends a majority of time typing exams, articles, lab and lecture handouts, mailing lists, timetables, manuscripts, etc., maintaining advisee records, duplicating materials, assisting in registration, maintenance of student records and administering departmental film requests. She assists Ratkowski, who is the office manager. Among Ratkowski's tasks are: maintenance of the department's budget records (broad responsibilities here - see Respondent Exhibit 22 Section A1 - A8) (50%); various organizational and management responsibilities (30%) including making travel arrangements for the Chair, developing office forms, developing and implementing computerization of departmental operations, coordination of time sheets for classified personnel, collection of on-campus films, monitor faculty travel vouchers and procurement of materials (5%).

d. Karen Cisewski is a PA 1 in the Mathematics/Computer Science Department at UW-Stevens Point. According to her position summary Cisewski manages and coordinates all administrative and clerical functions of the Department. She is responsible for all office functions including coordination of other classified employees' work and supervision of student assistants. Specific duties include: coordination of office procedures and information flow, preparation and administration of the math placement exam, maintenance of

department budget records, maintenance of faculty and student evaluations and organization of department timetable. Ann Woyak is a Typist - 9 months 50%, who works in the same Department with Cisewski. 55% of her time is spent in the production of typed copy. 30% is spent in the coordination of certain office procedures and information flow, including but not limited to, receptionist duties, purchase order, add/drop, direct student assistants, preparation of textbook requests, etc. Woyak also spends 10% of her time in the maintenance of faculty and student evaluations and 5% in the procurement and maintenance of supplies and materials.

e. Joan Stradinger is a PA 2 in the Department of Music at UW-Whitewater. According to her position summary, Stradinger is charged with the responsibility for the development and provision of program assistance and secretarial support to the Department. Major duties include: management of the office and administration of the Department, program assistance for the Department and student organizations in the Department, budget maintenance and scheduling/calendaring/receptionist. Kathleen Gross is a typist who works with Stradinger and performs a variety of typing and clerical tasks including assistance in advisee files, receptionist duties and assistance in the student recruitment program.

f. Doris Mae Neumeyer is a PA 1 in the Biology and Microbiology Department at UW-Oshkosh. She is the Department Secretary and is responsible for the coordination of administrative office activities, completing textbook orders, processing of class schedules, maintenance of records and supplies. Diane Kromm is a 50% typist who works with Neumeyer and provides clerical support to the Department. Included in

her duties is book order preparation, preparation of departmental schedule, file maintenance, independent correspondence to students, receptionist and stenographic responsibilities and typing.

15. On the basis of a comparison of appellant's duties and responsibilities with the class specifications for the Typist and Program Assistant series and with the duties and responsibilities of other positions classified at the Typist and Program Assistant 1 level, the record indicates that the duties and responsibilities of appellant's position are more accurately described by the Typist class specifications and appellant's position is more appropriately classified as a Typist.

#### CONCLUSIONS OF LAW

1. This matter is appropriately before the Commission pursuant to §230.44(1)(b), Stats.
2. The appellant has the burden of proof.
3. The appellant has not sustained her burden of proof.
4. The respondent's decision denying reclassification of appellant's position from Typist to a Program Assistant 1 was not incorrect.

#### DECISION

The question before the Commission is whether the appellant's position should be classified as a Typist or a Program Assistant 1. In order for appellant to prevail, Harris must satisfy her burden of proving that her position meets the Program Assistant 1 definition and is more properly classified in that classification.

According to the class specifications, a Typist does "full performance level clerical work of moderate difficulty." Positions allocated to this class perform typing tasks at least 25% of the time. (emphasis added) Typist work examples include: typing, file maintenance, recordkeeping,

receptionist, maintaining accounts and other duties comparable to those identified in the Clerical Assistant 2 Position Standard. On the other hand, a Program Assistant 1 performs "work of moderate difficulty providing program support assistance to supervisory, professional or administrative staff." Positions allocated to this level serve as the principal support staff within a specific defined program or a significant segment of a program. As noted in the class description for a Program Assistant 1, Program Assistant 1 positions at this level are similar in many respects to Clerical Assistant 2 but also differ as follows:

Positions at this level are distinguished from the Clerical Assistant 2 level by their identified accountability for the implementation and consequences of program activities over which they have decision-making control. Therefore, although the actual tasks performed at this level may in many respects be similar to those performed at the Clerical Assistant 2 level, the greater variety, scope and complexity of the problem-solving, the greater independence of action, and the greater degree of personal or procedural control over the program activities differentiates the Program Assistant functions.  
(emphasis added)

Applying the above classification factors to the instant dispute leads to the conclusion that appellant's continued classification at the Typist level is warranted. In this regard the respondent offered evidence, unrebutted by appellant, that two key factors led it to conclude that appellant was more appropriately classified at the Typist level: one, the fact that appellant typed at least 25% of her time; and two, although some of her duties, i.e., coordinating the advisee files, ordering films and maintaining the film budget and ordering supplemental textbooks, are at the higher level, most of them are not. (emphasis supplied)

This conclusion is consistent with allocation patterns. Employees like Elaine D. Modl, Susan M. Johnson and Diane Isham, who perform similar or comparable duties as appellant at the departmental level are classified at the Typist level. All three employees like appellant perform typist work

along with or in support of Program Assistants 1. It is true that these employes perform more typing and clerical tasks than appellant. However, they also perform tasks comparable to the appellant with respect to assignment of student advisors, add/drop, receptionist and other administrative support activities. While it is also true that appellant, because of her programmatic responsibilities, is at the upper level of the Typist level, she does not do enough programmatic work to be classified at the Program Assistant 1 level. In this regard employes like Linda Dahl and Judith Ratkowski clearly are at a higher level because of the size, scope and impact of their program duties. Others like Jan Kippenhan do have more program responsibility than appellant although not a lot more.

As noted previously, appellant has the burden of proving that her position meets the Program Assistant 1 definition and is more properly classified in that classification. Based on the fact that appellant types at least 25% of the time and that this factor is specifically recognized in the class specifications for a Typist (as compared to the broad and more general Program Assistant class description); that appellant performs some program duties but these program duties do not constitute a majority of her work; and that appellant's classification as a Typist is consistent with allocation patterns, as well as all of the above, the Commission finds that appellant's position is more appropriately classified at the Typist level. Therefore, the answer to the issue as stipulated to by the parties is YES, the decision by respondent to deny appellant's reclassification from Typist to Program Assistant 1 was correct.



ORDER

The respondent's classification decision is affirmed and the appellant's appeal is dismissed.

Dated: \_\_\_\_\_, 1988 STATE PERSONNEL COMMISSION

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DENNIS P. MCGILLIGAN, Chairperson

DPM:rcr  
RCR01/2

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